



# **What Consumers Say About the Quality of Their Health Plans and Medical Care**

**National CAHPS®  
Benchmarking Database  
2003 Chartbook**

**Volume 2:  
Question Item Results**

**January 2004**

# **NCBD 2003 Chartbook**

## **Volume 2: Question Item Results**

January 2004

The National CAHPS<sup>®</sup> Benchmarking Database (NCBD) is funded by the U.S. Agency for Healthcare Research and Quality and administered by Westat and Shaller Consulting under Contract Number 290-01-0003. For more information about the NCBD and CAHPS<sup>®</sup>, please visit the NCBD Web site (<http://ncbd.cahps.org>) or contact the CAHPS Survey Users Network (SUN). The SUN can be reached through the SUN Web site (<http://www.cahps-sun.org>) via e-mail to [cahps1@westat.com](mailto:cahps1@westat.com) or by calling the SUN Helpline at 1-800-492-9261.

---

## ***Contents***

---

<b>Introduction .....</b>	<b>1</b>
<b>Consumer Reports Composites and Question Item Results .....</b>	<b>2</b>
<b><i>Getting Needed Care</i> .....</b>	<b>3</b>
• How much of a problem, if any, consumers had with getting a personal doctor or nurse they were happy with. ....	4
• How much of a problem, if any, consumers had with seeing a specialist they needed to see. ....	5
• How much of a problem, if any, consumers had with getting the care, tests, or treatment they or a doctor believed necessary. ....	6
• How much of a problem, if any, consumers had with delays in health care while they waited for approval from their health plan. ....	7
<b><i>Getting Care Quickly</i> .....</b>	<b>8</b>
• When consumers called during regular office hours, how often did they get the help or advice they needed .....	9
• When consumers needed care right away for an illness, injury, or condition, how often did they get care as soon as they wanted .....	10
• Not counting times consumers needed health care right away, how often did they get an appointment for health care as soon as they wanted .....	11
• How often were consumers taken to the exam room within 15 minutes of their appointment.....	12
<b><i>Doctors Who Communicate Well</i> .....</b>	<b>13</b>
• How often did doctors or other health providers listen carefully to consumers .....	14
• How often did doctors or other health providers explain things in a way adults could understand ..	15
• How often did doctors or other health providers show respect for what consumers had to say .....	16
• How often did doctors or other health providers spend enough time with consumers .....	17
• How often did doctors or other health providers explain things in a way a child could understand..	18
<b><i>Courteous and Helpful Office Staff</i> .....</b>	<b>19</b>
• How often did office staff at a doctor's office or clinic treat consumers with courtesy and respect .	20
• How often were office staff at a doctor's office or clinic as helpful as consumers thought they should be.....	21

<b><i>Customer Service</i></b> .....	22
• How much of a problem, if any, was it to find or understand information .....	23
• How much of a problem, if any, was it to get the help consumers needed when they called their health plan's customer service.....	24
• How much of a problem, if any, did consumers have with paperwork for their health plan .....	25
 <b><i>Consumer Ratings Question Item Results</i></b> .....	26
• Overall Rating of Personal Doctor .....	27
• Overall Rating of Specialists.....	28
• Overall Rating of Health Care .....	29
• Overall Rating of Health Plan .....	30

---

## ***Introduction***

---

The *NCBD 2003 Chartbook Volume 2: Question Item Results* presents aggregated results for each of the CAHPS<sup>®</sup> Health Plan Survey core question items compiled for the years 2003 and 2002 in the National CAHPS<sup>®</sup> Benchmarking Database (NCBD). The NCBD is the national repository for CAHPS<sup>®</sup> survey data and is intended to support benchmarking and research related to consumer assessments of care.

Volume 2 of the NCBD 2003 Chartbook is a companion volume to the *NCBD 2003 Chartbook Volume 1: Composites and Ratings* published in September 2003. Volume 1 presented only the CAHPS consumer reports composites and ratings. This second volume presents results for the individual question items that make up the consumer reports composites, and also includes the composites and ratings results. The data presented for each composite and question item include summary-level distributions of 2003 and 2002 health plan survey results for the following populations:

- Adult Commercial
- Child Commercial (2002 only)
- Adult Medicaid
- Child Medicaid
- State Children's Health Insurance Program (SCHIP)
- Medicare Managed Care

Volumes 1 and 2 of the NCBD Chartbook are published annually to provide sponsors of CAHPS surveys and others the most recent national CAHPS survey results available. In 2003, survey sponsors began adopting the new CAHPS 3.0 standard, which reflects several changes in question items and composites from the previous 2.0 version used in 2002. Because of these survey content changes, and because sponsors submitting data to the NCBD are different from year to year, the results for 2003 are not directly comparable to 2002. They are presented together in this report to enable readers to easily view the results of both years.

Volume 1 of the NCBD 2003 Chartbook includes several sections related to key findings, background on CAHPS and the NCBD, and data sources and limitations that are not repeated here. Readers with questions regarding these issues are encouraged to consult Volume 1 or to contact the NCBD by e-mail at [ncbd1@westat.com](mailto:ncbd1@westat.com).

---

## ***Consumer Reports Composites and Question Item Results***

---

Most of the CAHPS survey questions ask respondents to report on their experiences with different aspects of their care. These reporting questions are combined into groups that address the same aspect of care or service to arrive at a broader assessment. CAHPS reporting questions fall into five major groups, called composites, that summarize enrollee experiences in the following areas:

- Getting needed care
- Getting care quickly
- Doctors who communicate well
- Courteous and helpful office staff
- Customer service

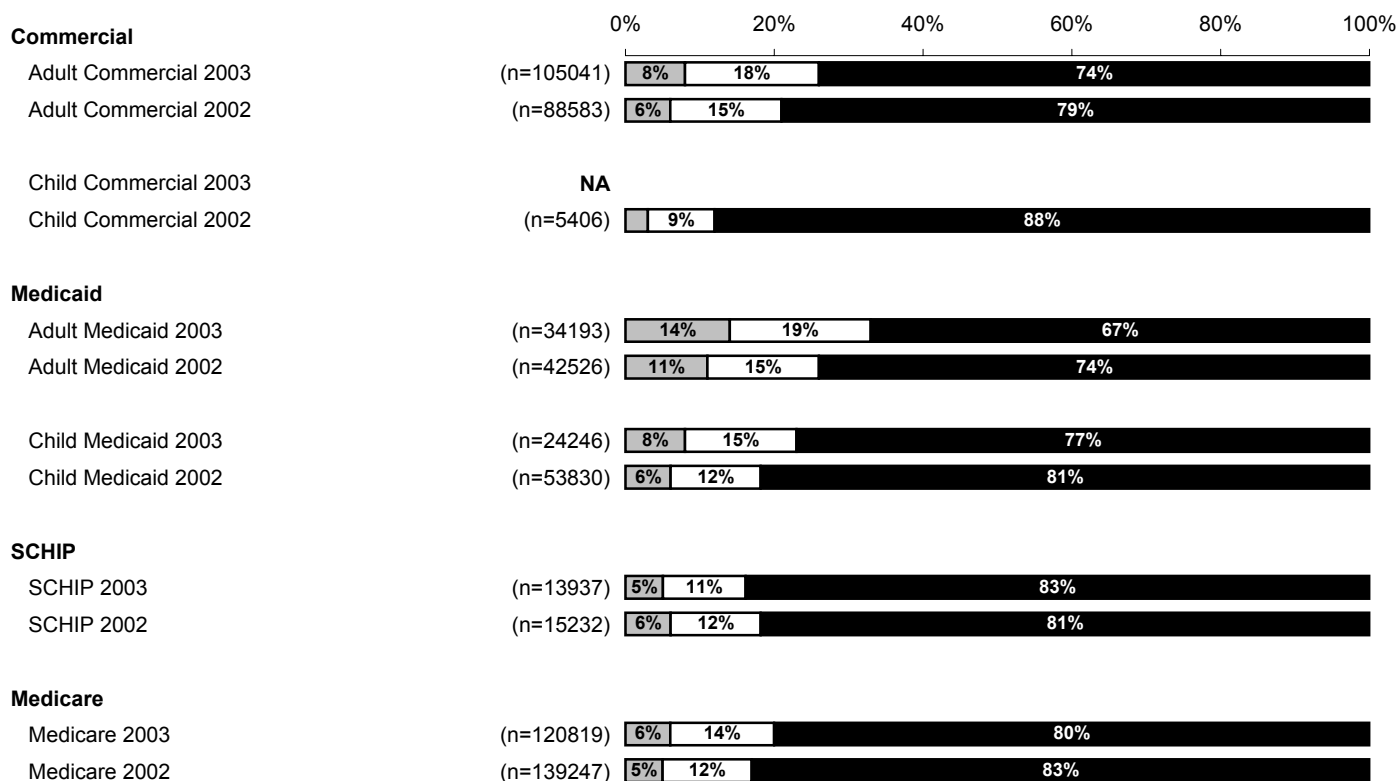
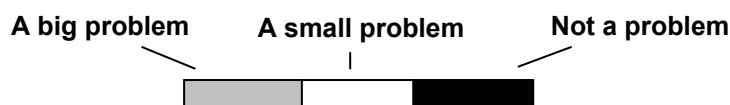
The following charts show the distribution of CAHPS survey scores for each of the five composite categories and the specific question items that make up each of the composites.<sup>1</sup>

---

<sup>1</sup> The Medicare Managed Care results presented in these charts may differ from other reports due to the inclusion or exclusion of special beneficiary sub-populations and/or in the use of case-mix adjustment variables. These results, as well as those presented elsewhere, originate from the same source – the annual survey of Medicare beneficiaries enrolled in managed care health plans conducted by the Centers for Medicare and Medicaid Services (CMS). For purposes of this Chartbook, Medicare results shown as 2003 are from survey data collected from September through December 2002. Medicare results shown as 2002 are from survey data collected from September through December 2001.

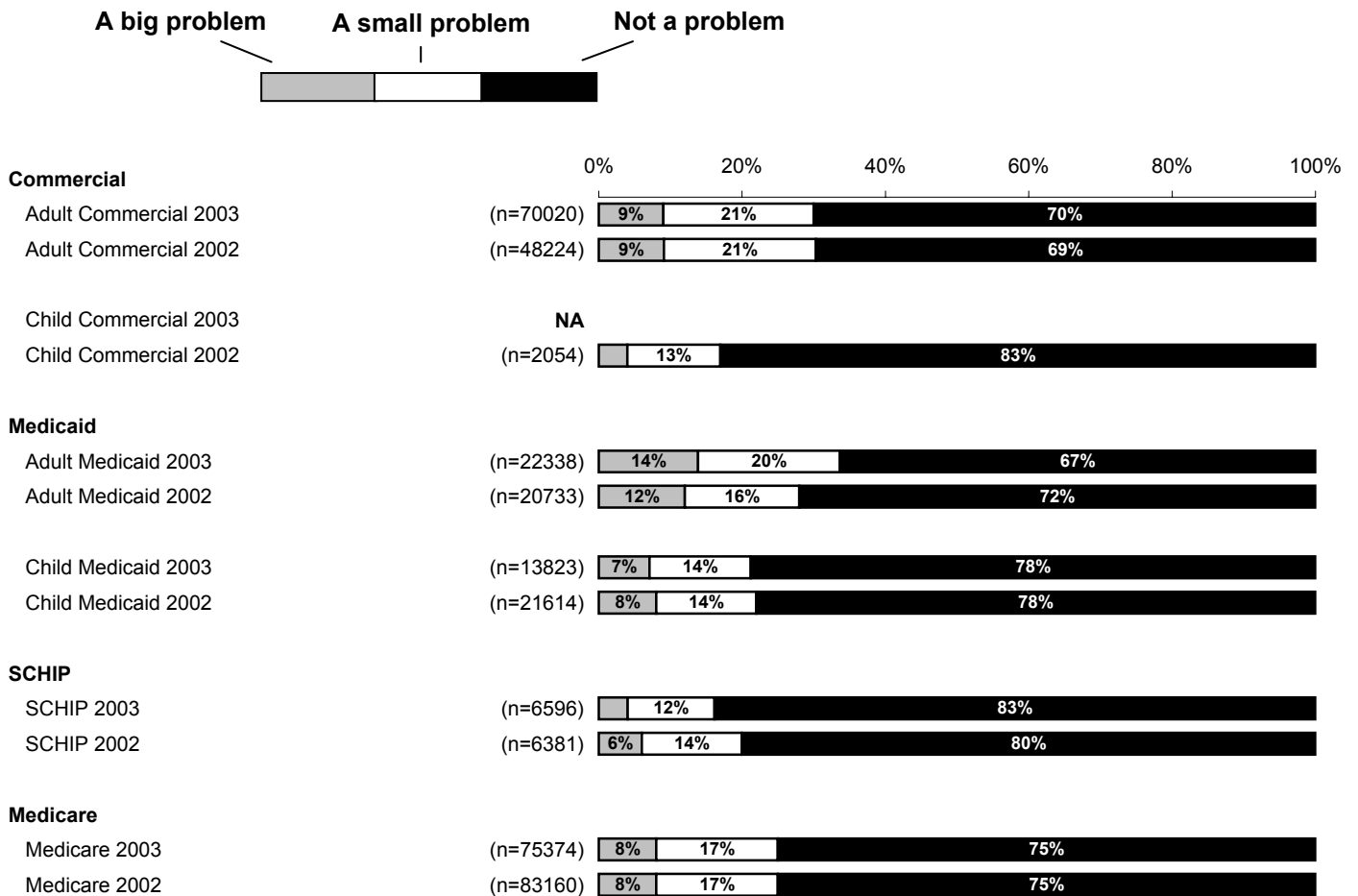
# Getting Needed Care

Combines responses from four questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.



NOTE: Response distributions may not sum to 100 percent due to rounding.

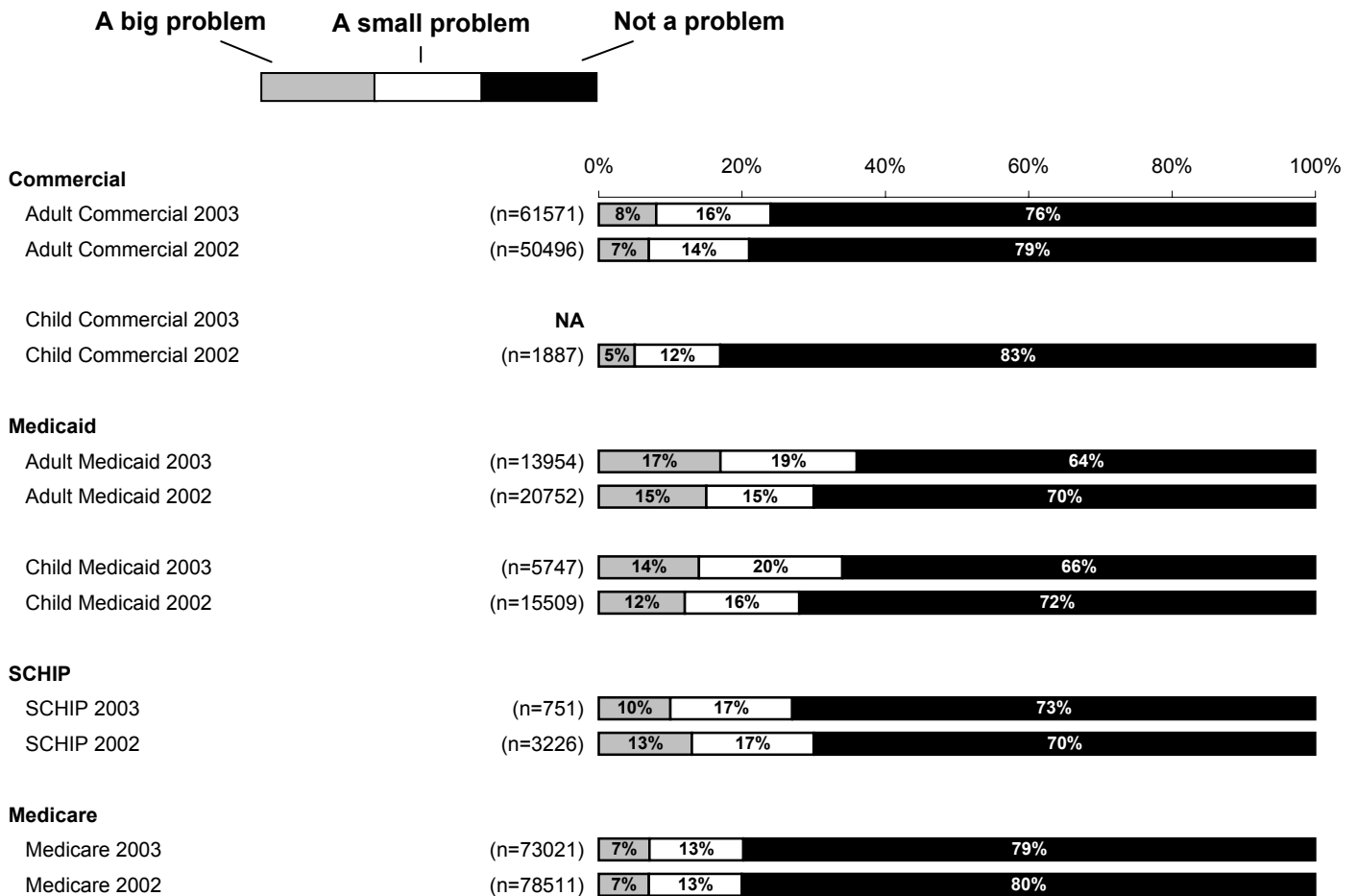
**How much of a problem, if any, consumers had with getting a personal doctor or nurse they were happy with.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

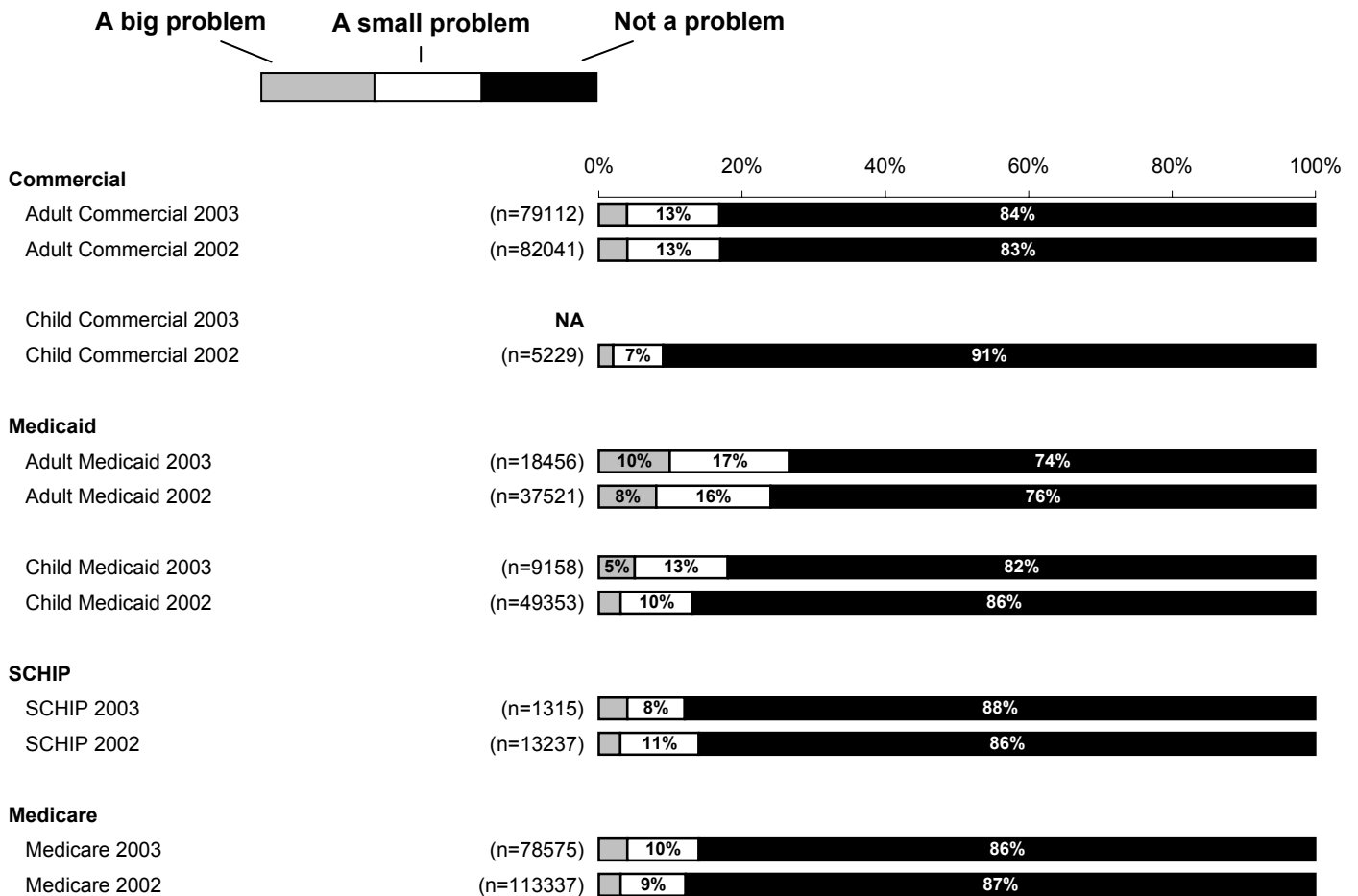


**How much of a problem, if any, consumers had with seeing a specialist they needed to see.**



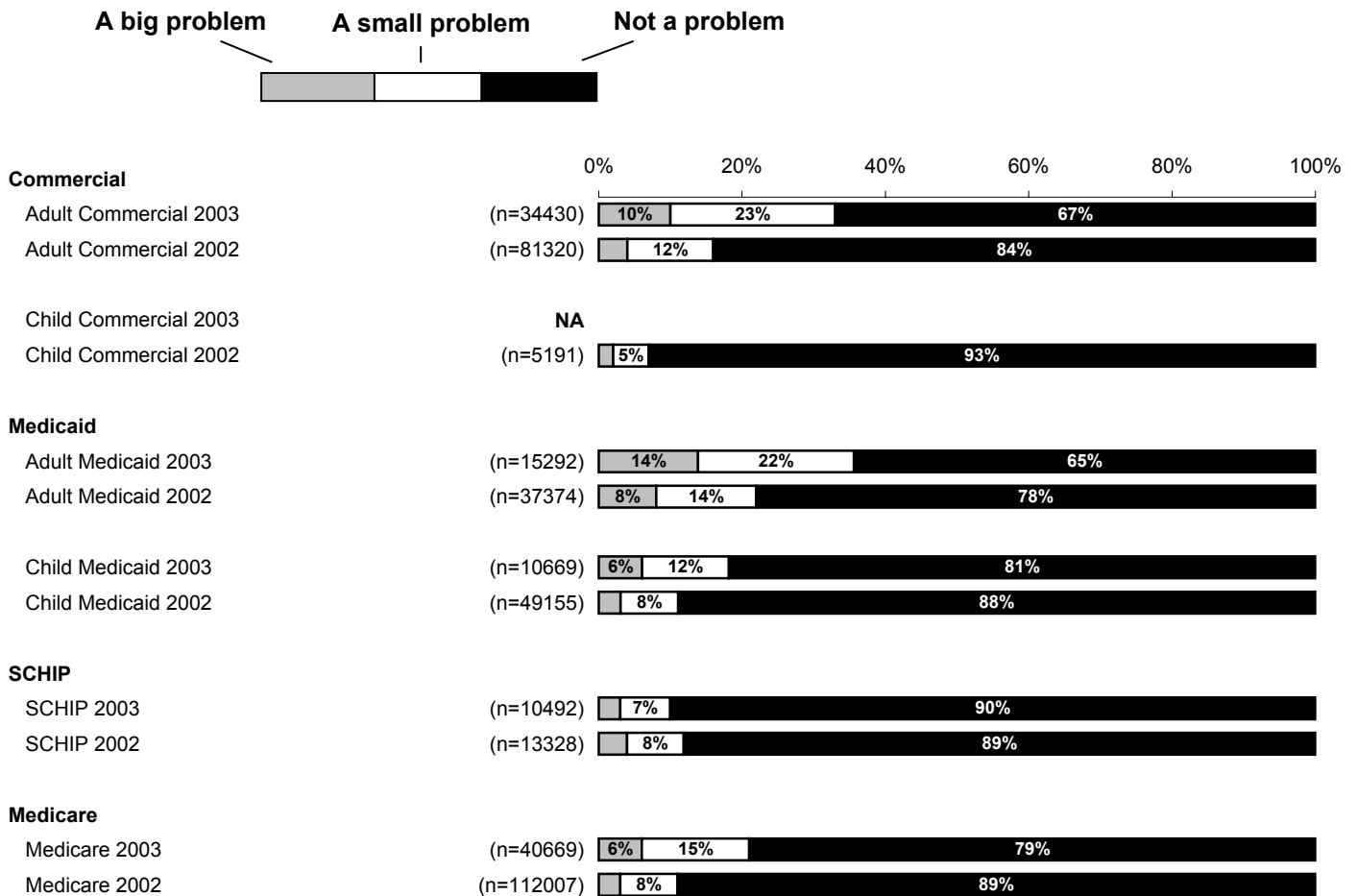
NOTE: Response distributions may not sum to 100 percent due to rounding.

**How much of a problem, if any, consumers had with getting the care, tests, or treatment they or a doctor believed necessary.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

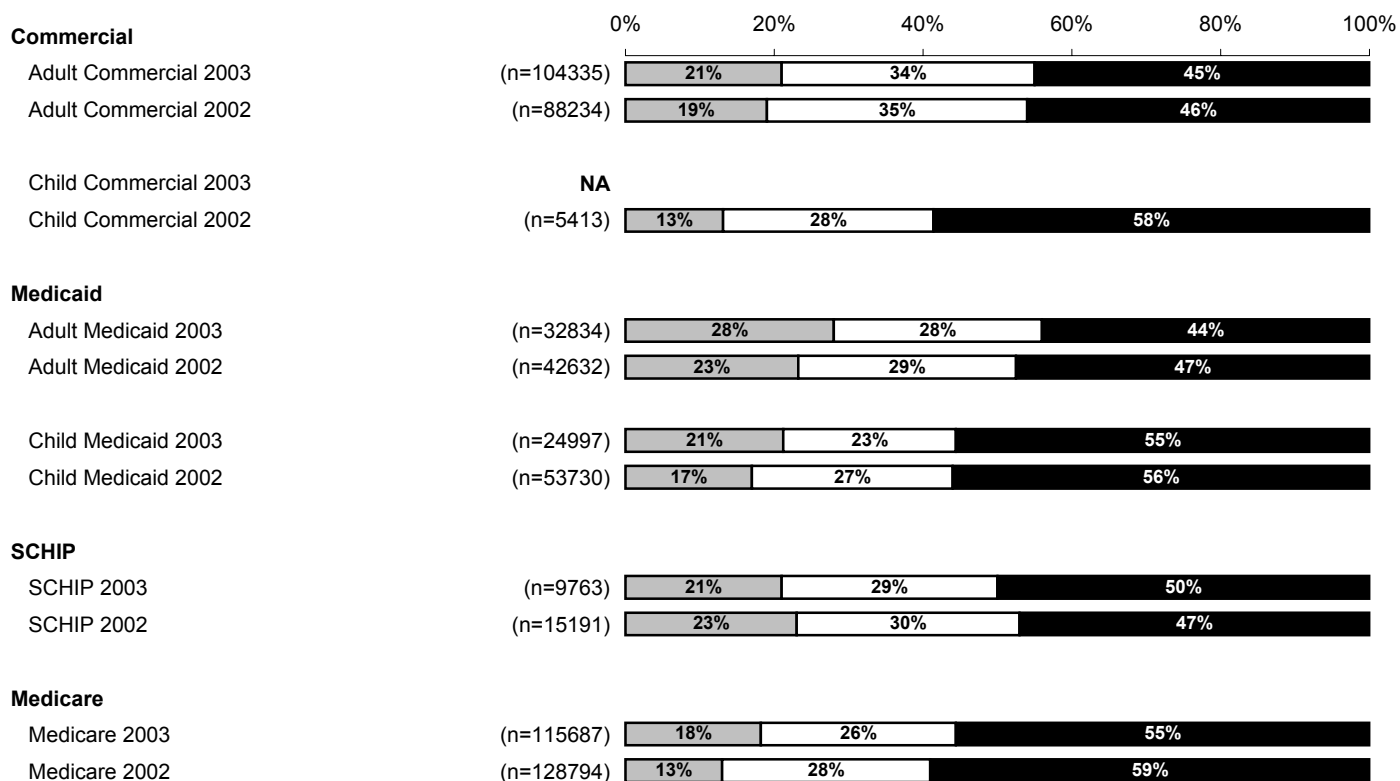
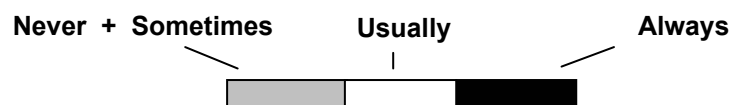
**How much of a problem, if any, consumers had with delays in health care while they waited for approval from their health plan.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

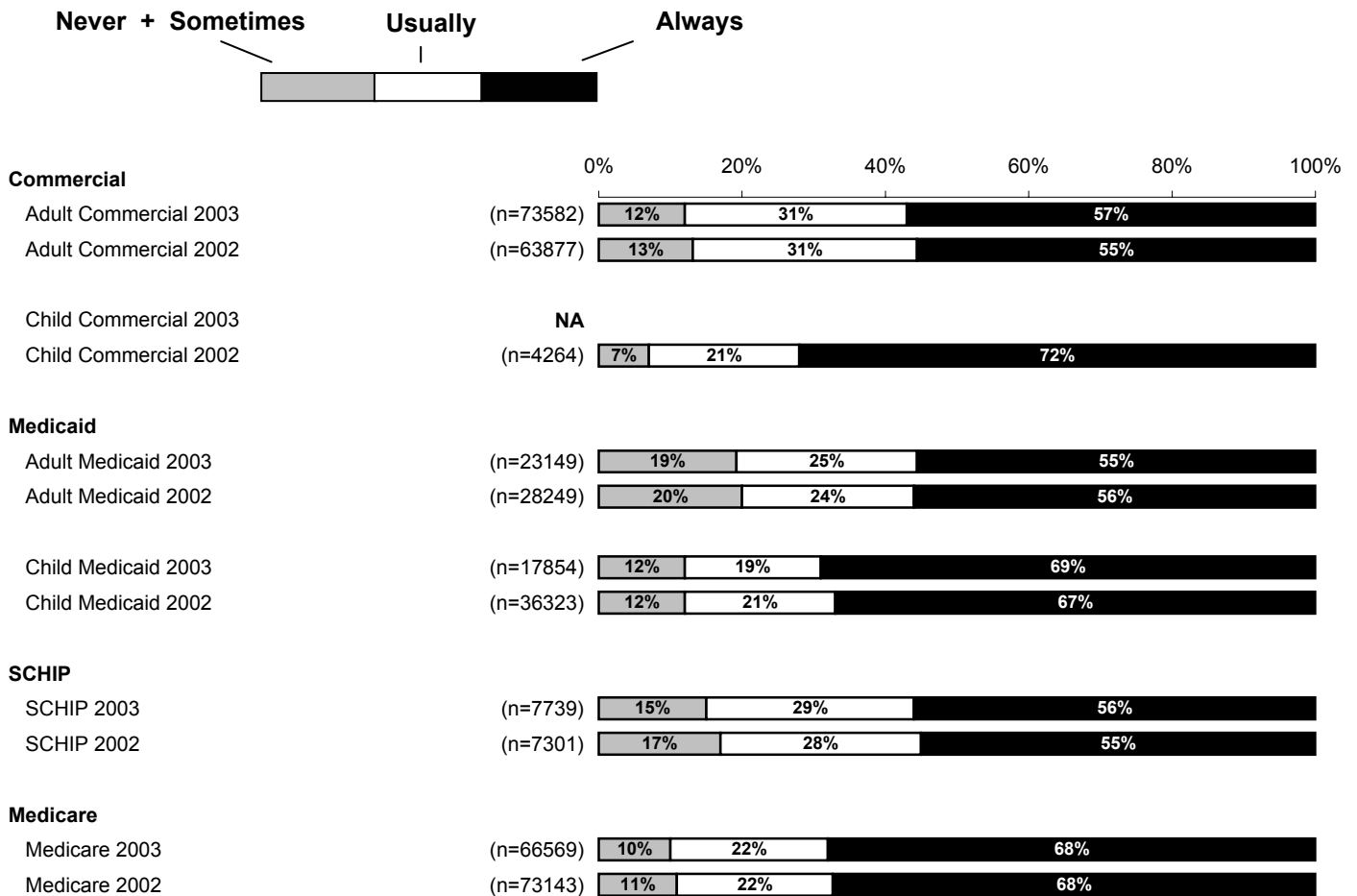
# Getting Care Quickly

Combines responses from four questions regarding how often consumers received various types of care in a timely manner.



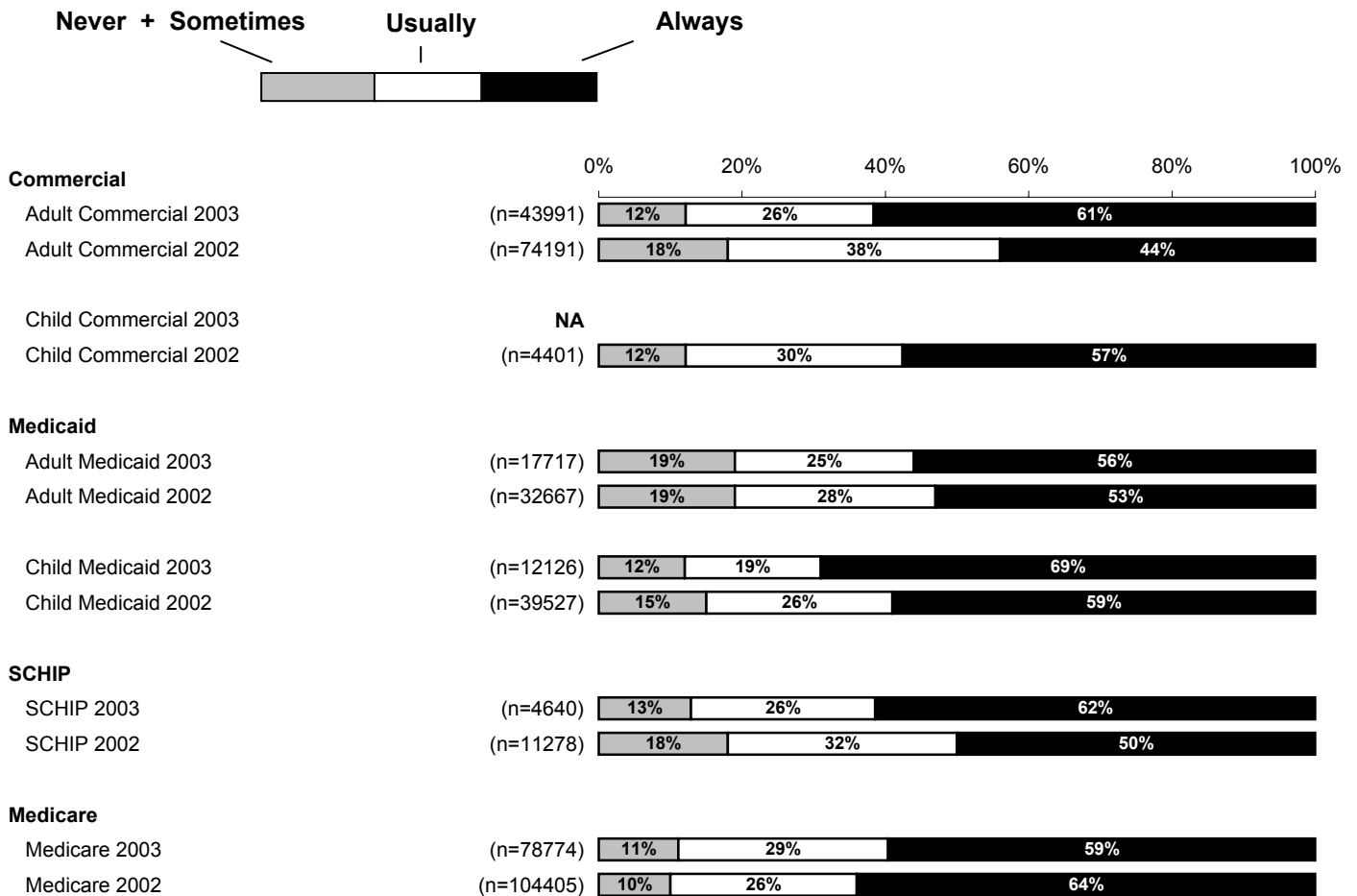
NOTE: Response distributions may not sum to 100 percent due to rounding.

**When consumers called during regular office hours, how often did they get the help or advice they needed.**



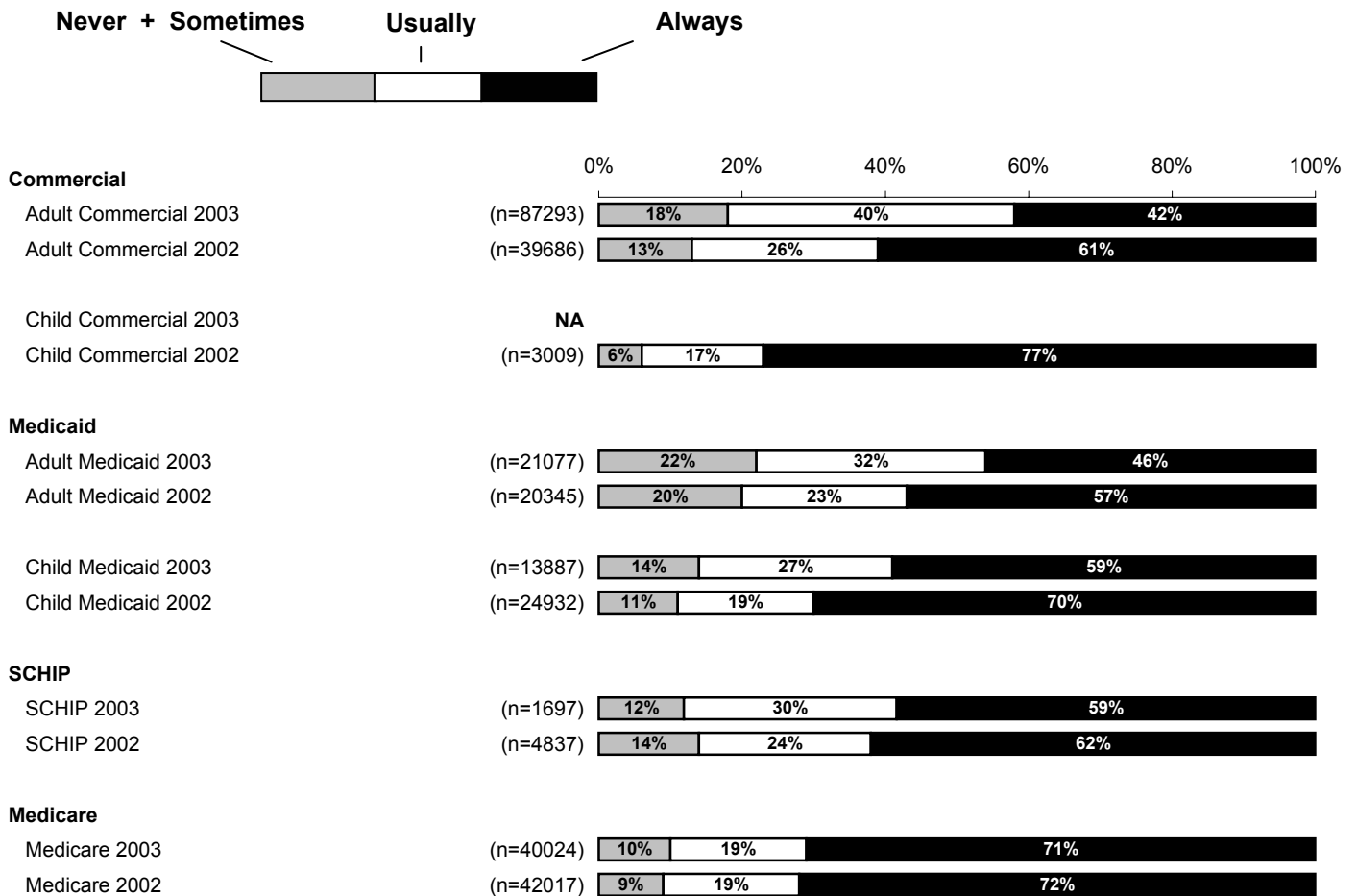
NOTE: Response distributions may not sum to 100 percent due to rounding.

**When consumers needed care right away for an illness, injury, or condition, how often did they get care as soon as they wanted.**



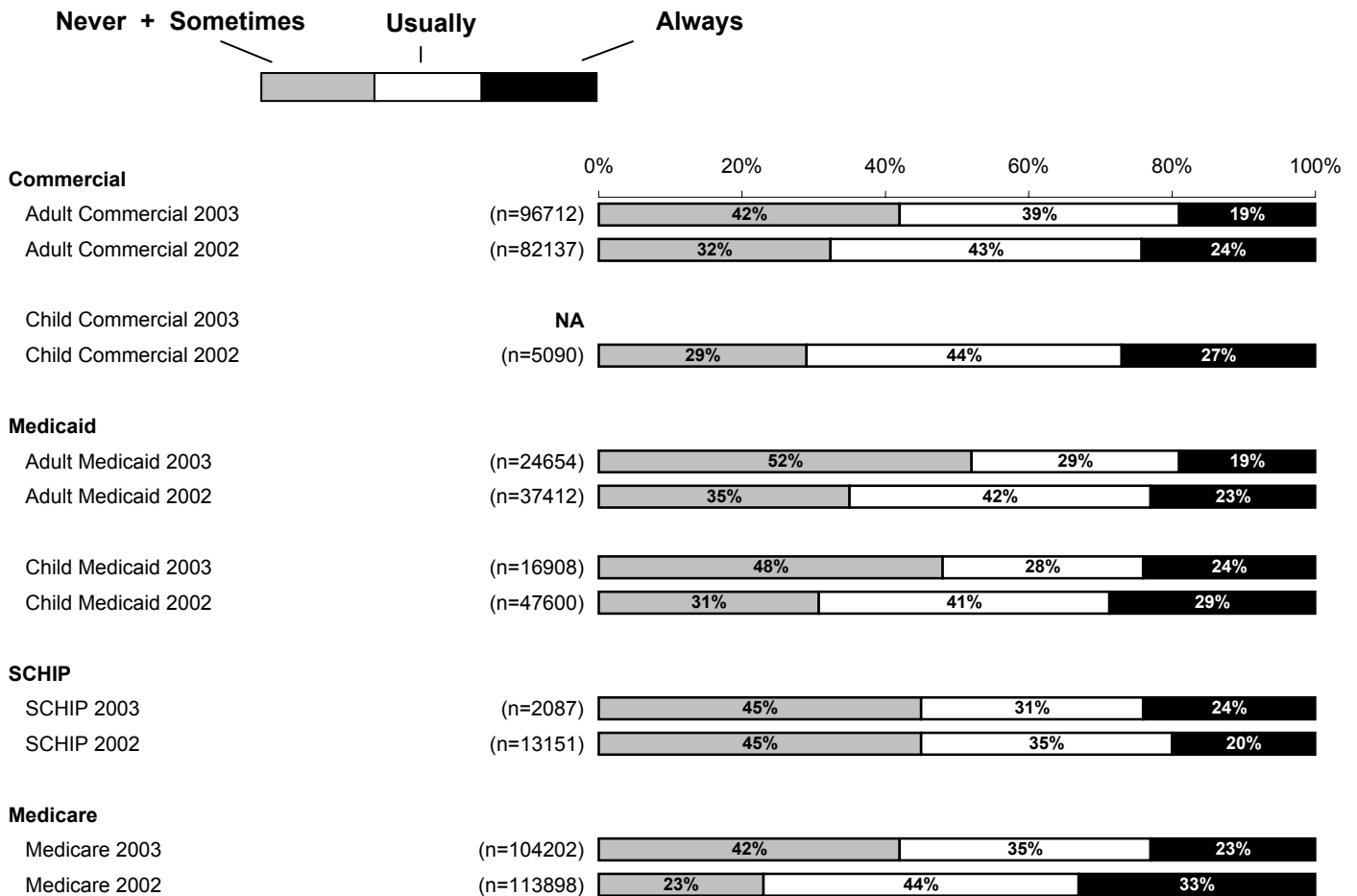
NOTE: Response distributions may not sum to 100 percent due to rounding.

**Not counting times consumers needed health care right away, how often did they get an appointment for health care as soon as they wanted.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

**How often were consumers taken to the exam room within 15 minutes of their appointment.**

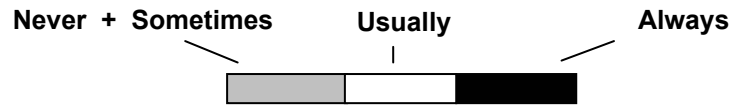


NOTE: Response distributions may not sum to 100 percent due to rounding.



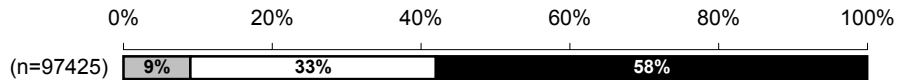
# Doctors Who Communicate Well

Combines responses to questions regarding how often doctors communicated well with consumers.



## Commercial

Adult Commercial 2003



Adult Commercial 2002



Child Commercial 2003

NA

Child Commercial 2002



## Medicaid

Adult Medicaid 2003



Adult Medicaid 2002



Child Medicaid 2003



Child Medicaid 2002



## SCHIP

SCHIP 2003



SCHIP 2002



## Medicare

Medicare 2003

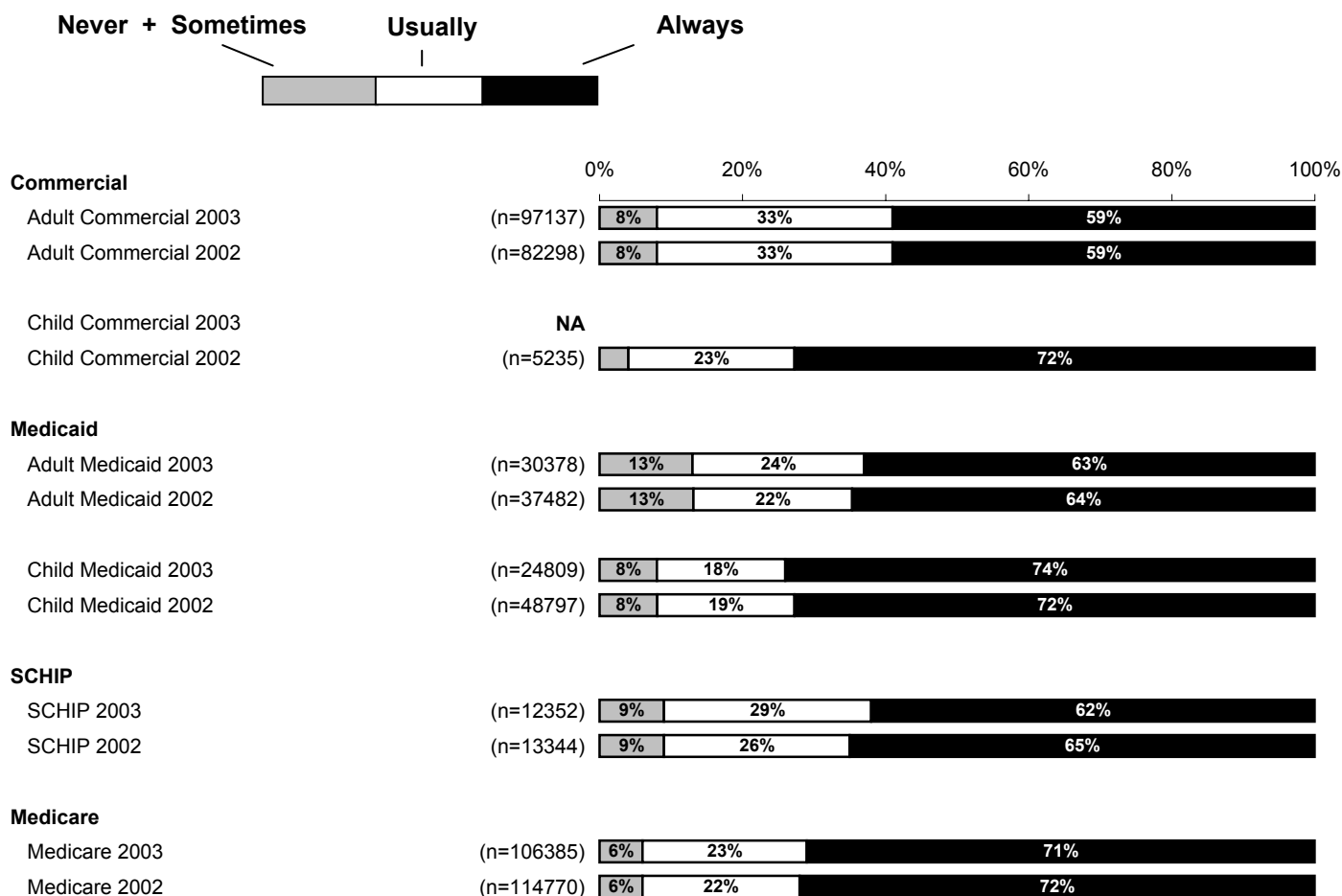


Medicare 2002



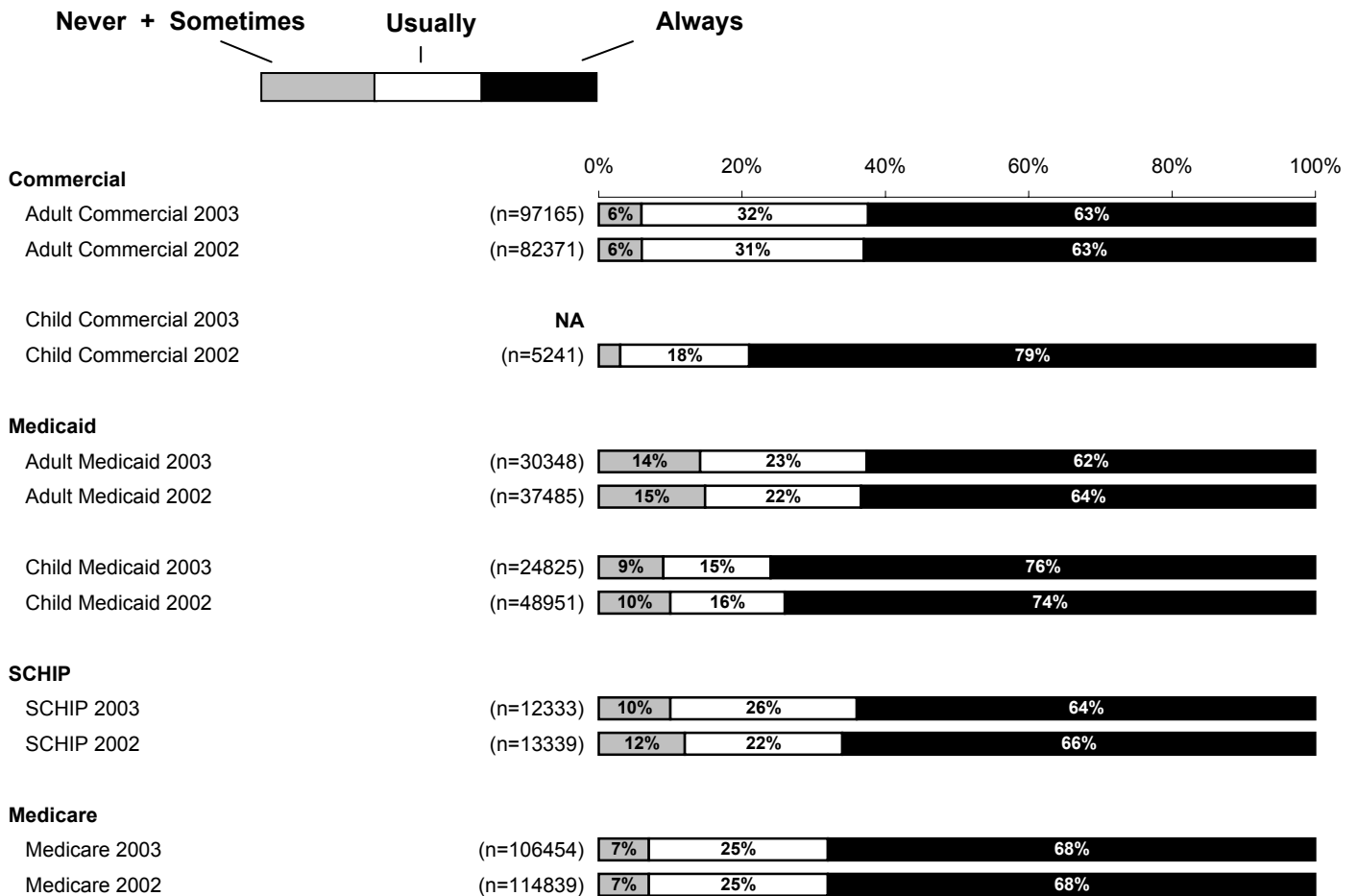
NOTE: Response distributions may not sum to 100 percent due to rounding.

## How often did doctors or other health providers listen carefully to consumers.



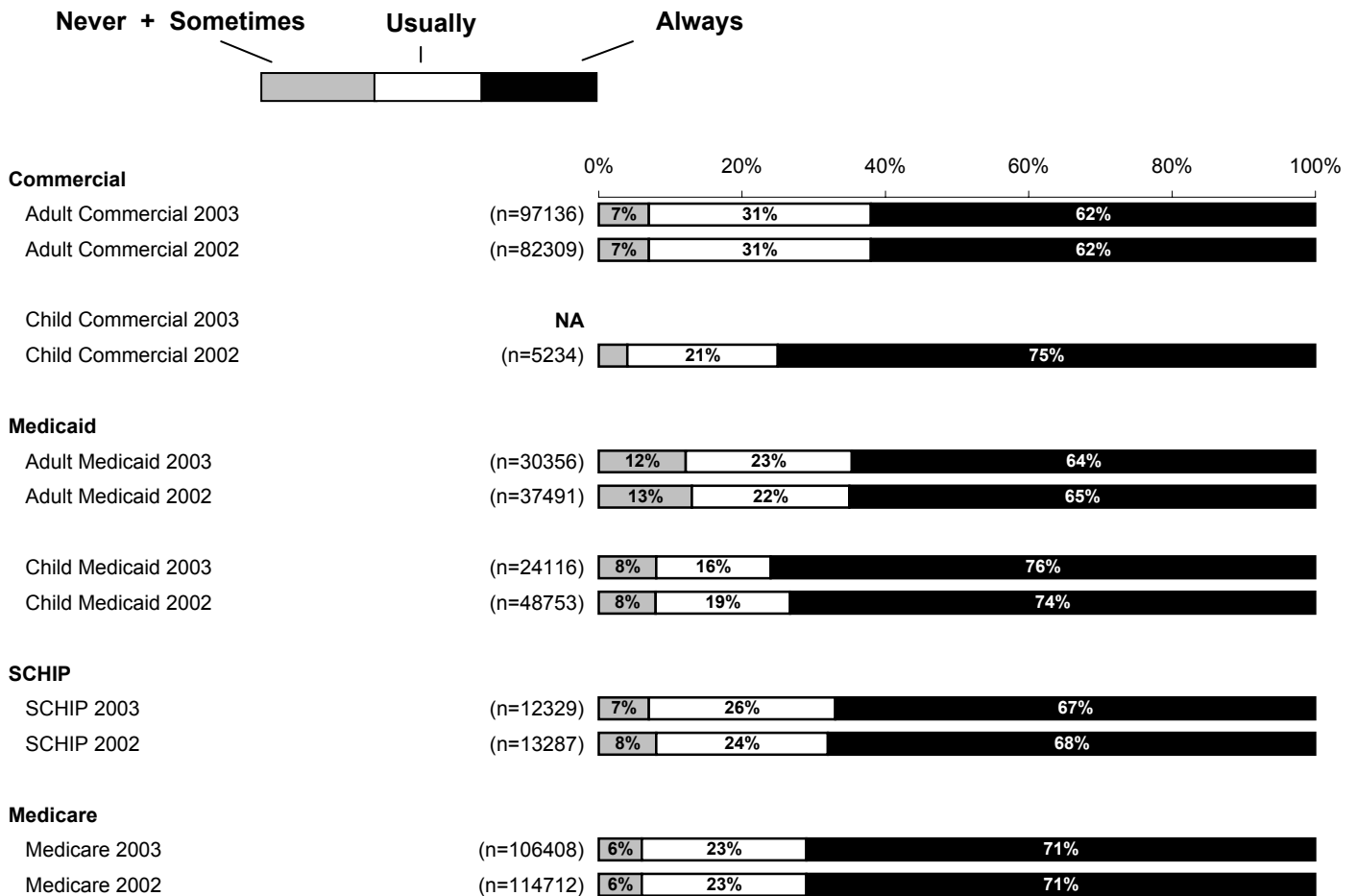
NOTE: Response distributions may not sum to 100 percent due to rounding.

## How often did doctors or other health providers explain things in a way adults could understand.



NOTE: Response distributions may not sum to 100 percent due to rounding.

## How often did doctors or other health providers show respect for what consumers had to say.

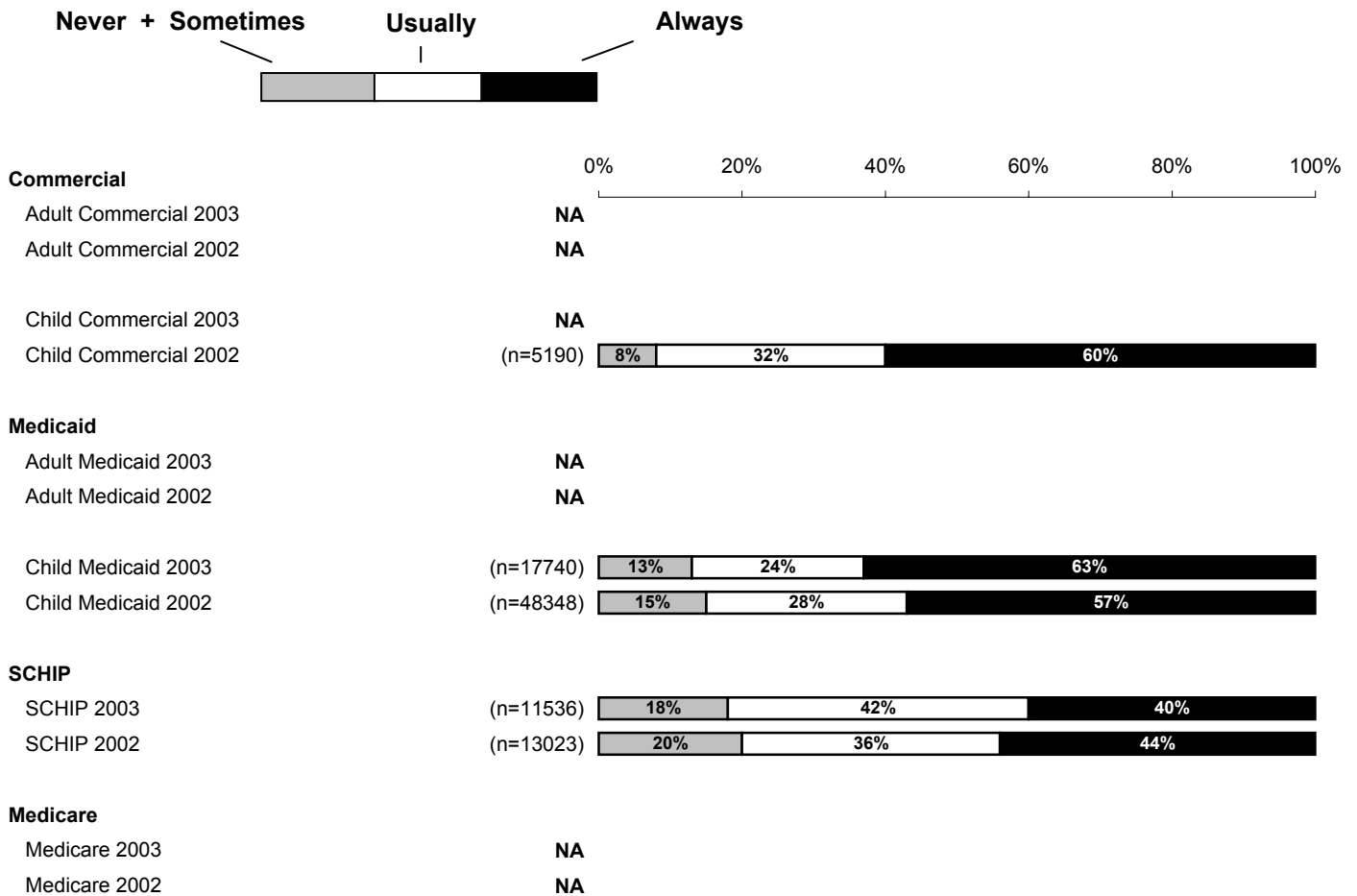


NOTE: Response distributions may not sum to 100 percent due to rounding.

**How often did doctors or other health providers spend enough time with consumers.**

NOTE: Response distributions may not sum to 100 percent due to rounding.

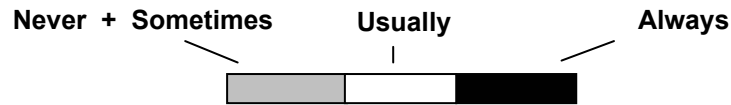
**How often did doctors or other health providers explain things in a way a child could understand.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

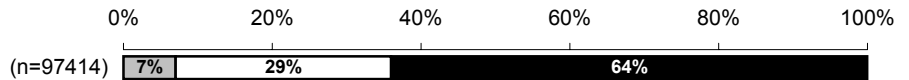
# Courteous and Helpful Office Staff

Combines responses from two questions regarding how often office staff were courteous and helpful.



## Commercial

Adult Commercial 2003



Adult Commercial 2002



Child Commercial 2003

NA

Child Commercial 2002



## Medicaid

Adult Medicaid 2003



Adult Medicaid 2002



Child Medicaid 2003



Child Medicaid 2002



## SCHIP

SCHIP 2003



SCHIP 2002



## Medicare

Medicare 2003

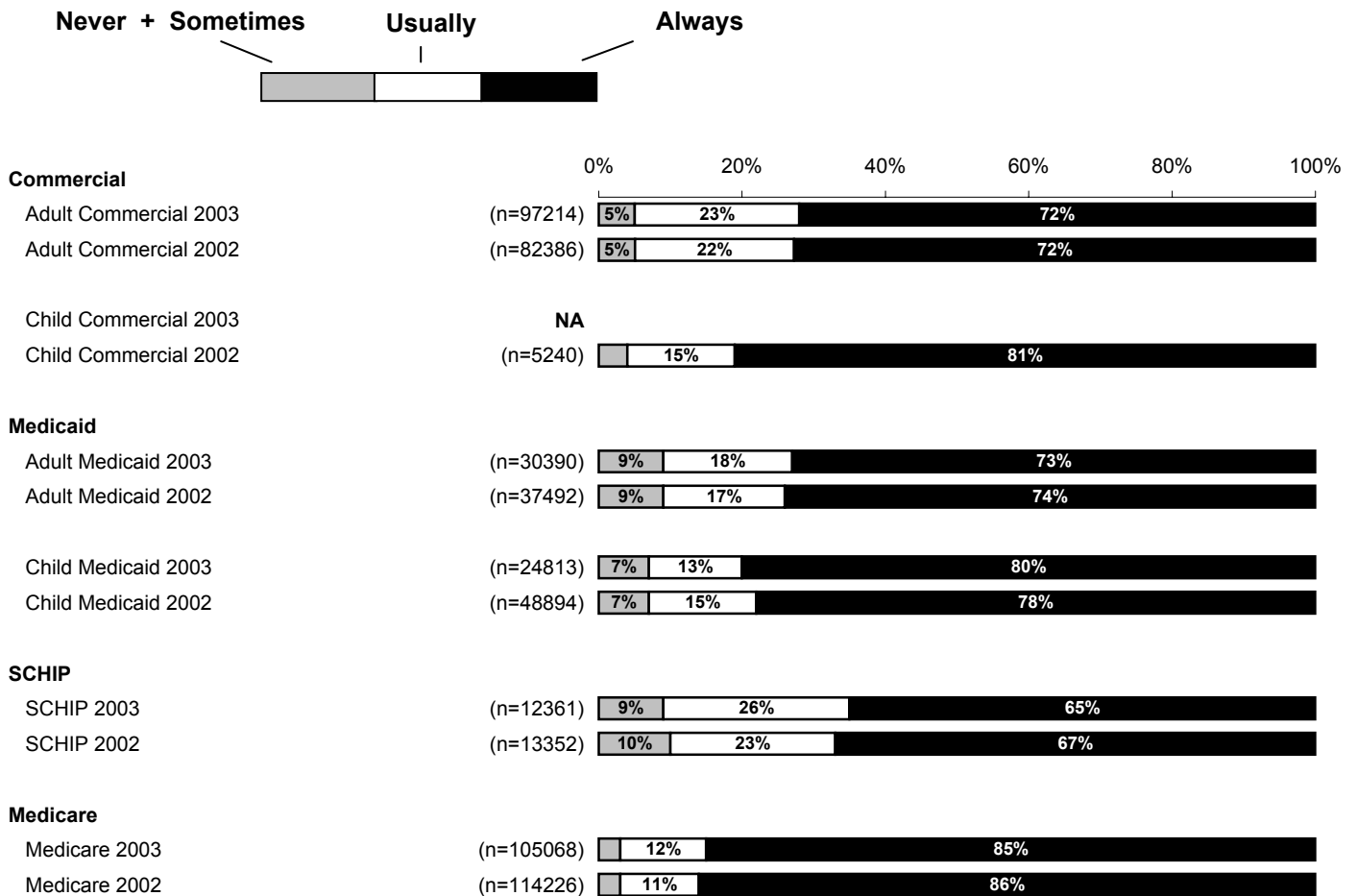


Medicare 2002



NOTE: Response distributions may not sum to 100 percent due to rounding.

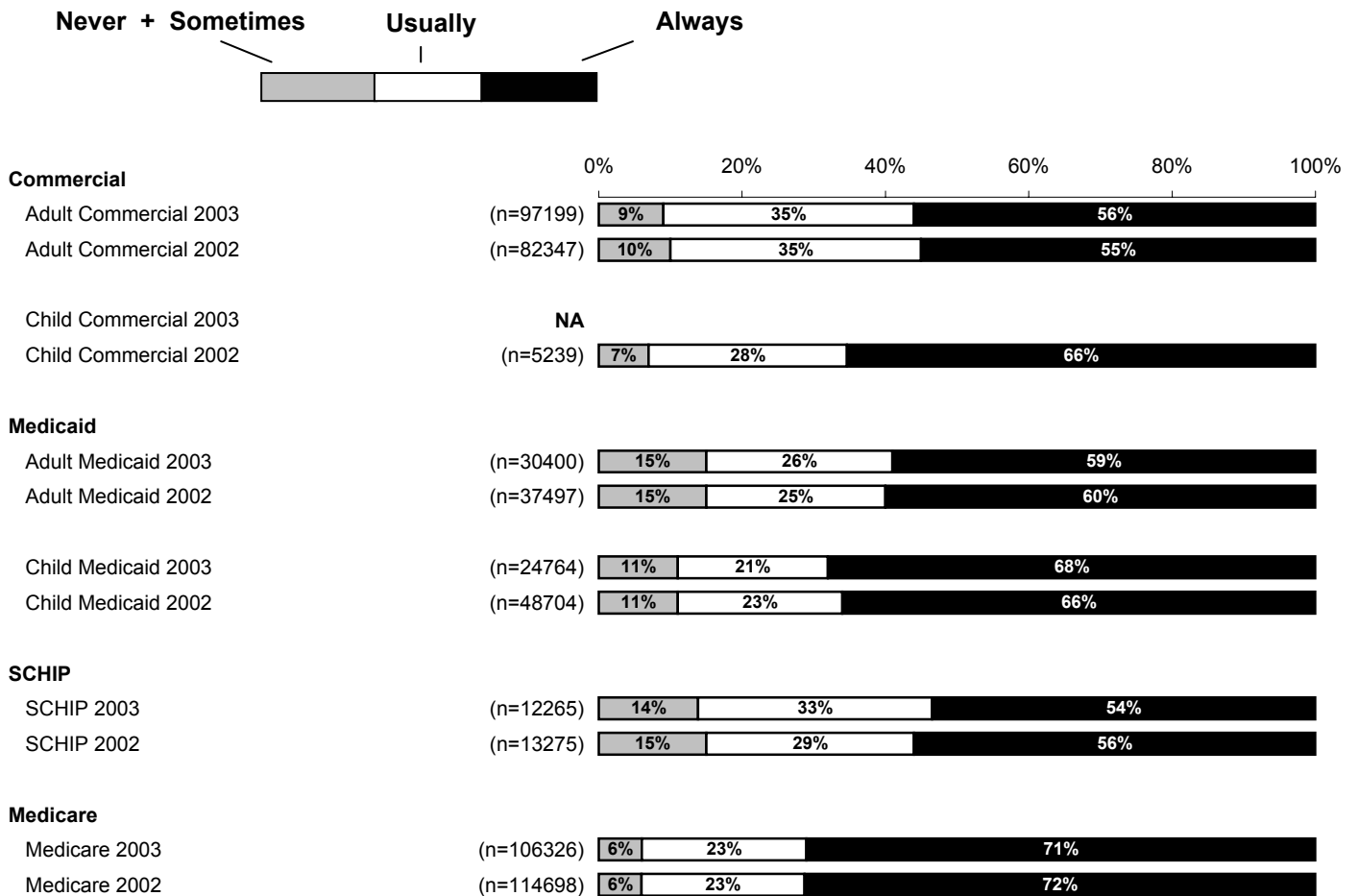
## How often did office staff at a doctor's office or clinic treat consumers with courtesy and respect.



NOTE: Response distributions may not sum to 100 percent due to rounding.



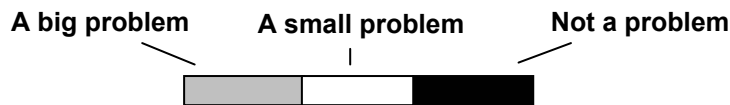
**How often were office staff at a doctor's office or clinic as helpful as consumers thought they should be.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

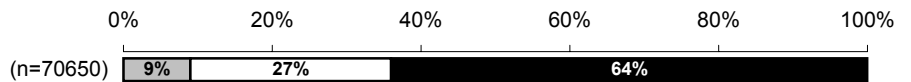
# Customer Service

Combines responses from three questions about getting needed information and help from your health plan.



## Commercial

Adult Commercial 2003



Adult Commercial 2002



Child Commercial 2003

NA

Child Commercial 2002



## Medicaid

Adult Medicaid 2003



Adult Medicaid 2002



Child Medicaid 2003



Child Medicaid 2002



## SCHIP

SCHIP 2003



SCHIP 2002



## Medicare

Medicare 2003

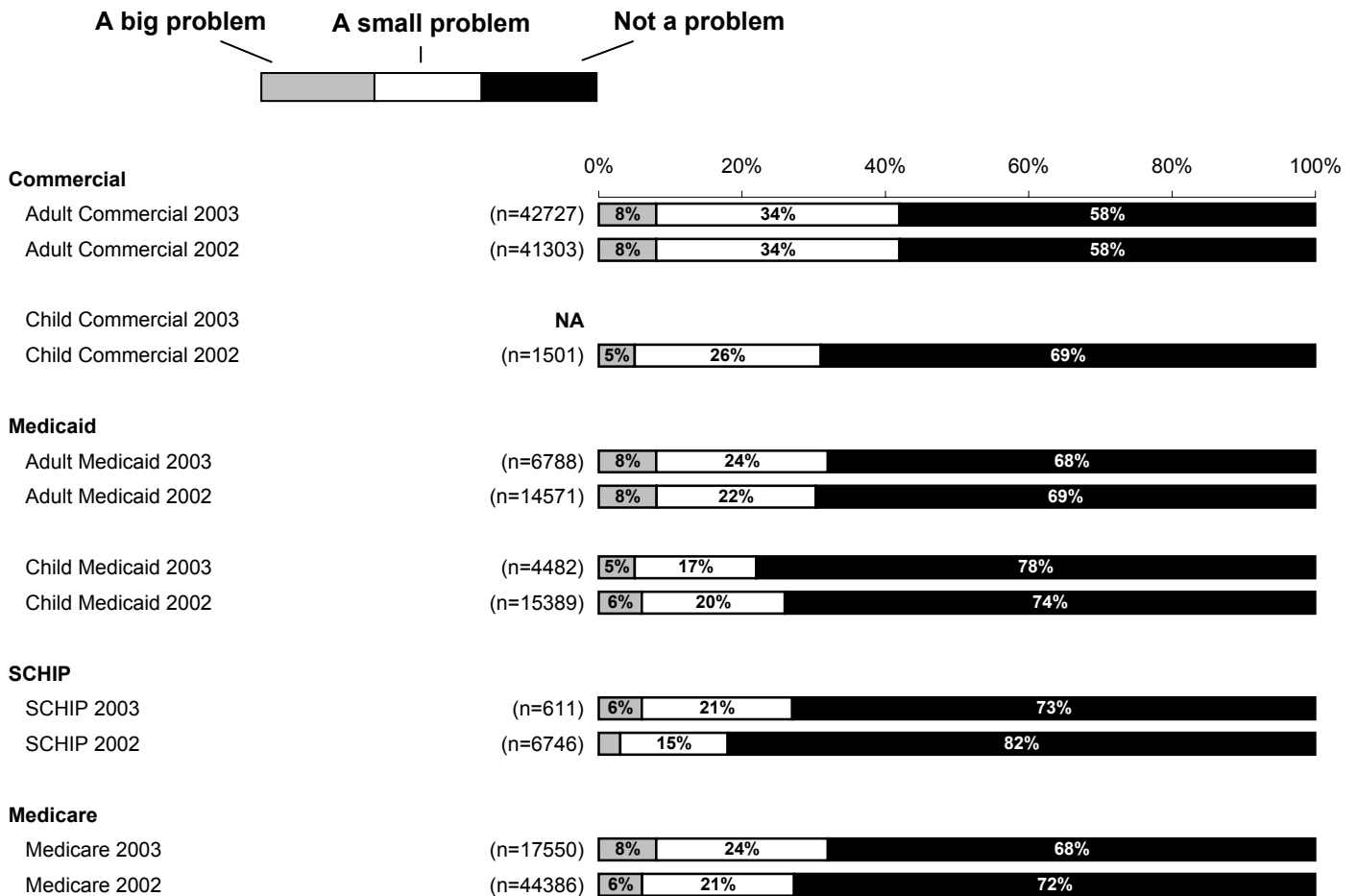


Medicare 2002



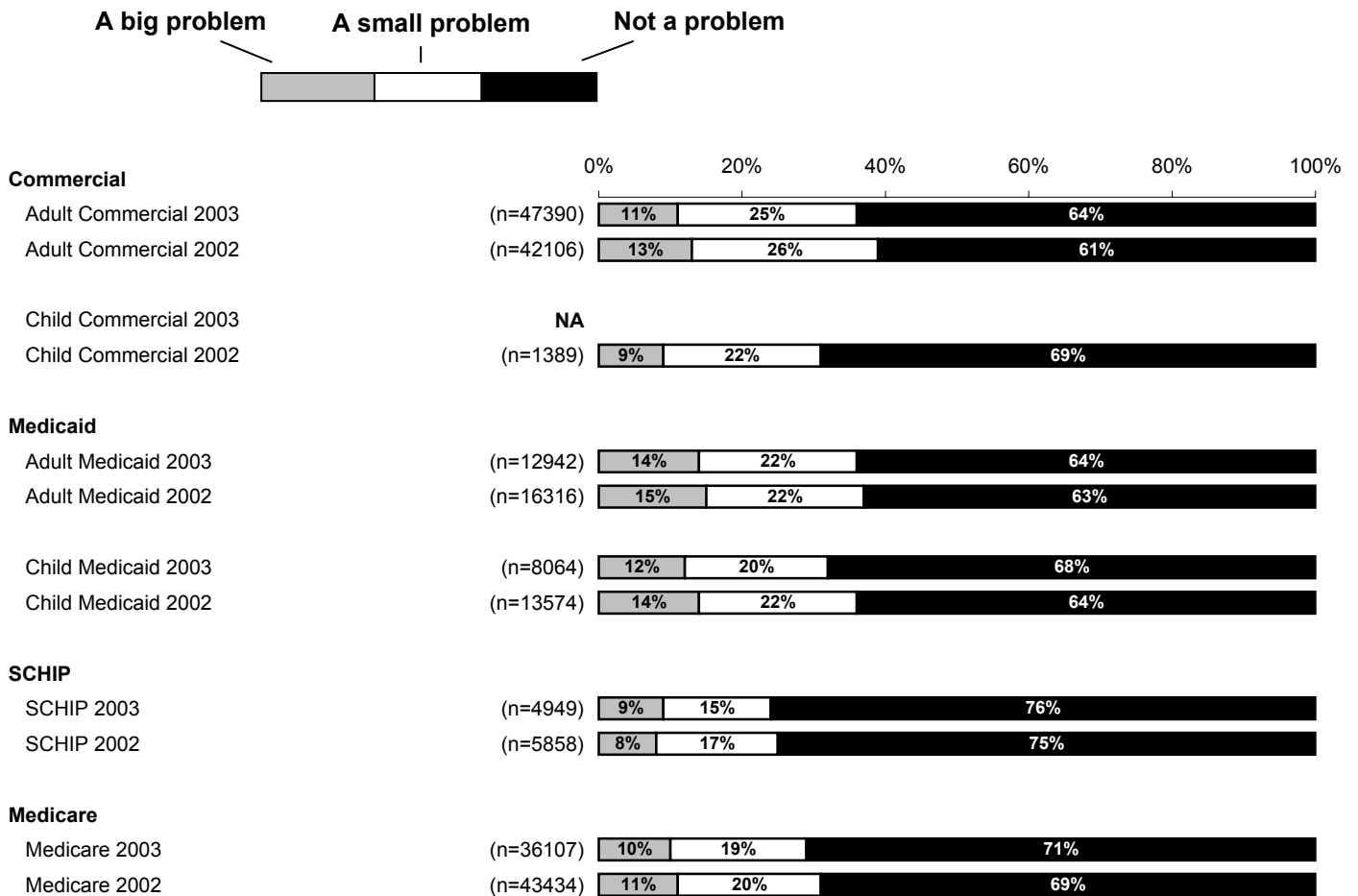
NOTE: Response distributions may not sum to 100 percent due to rounding.

## How much of a problem, if any, was it to find or understand information.



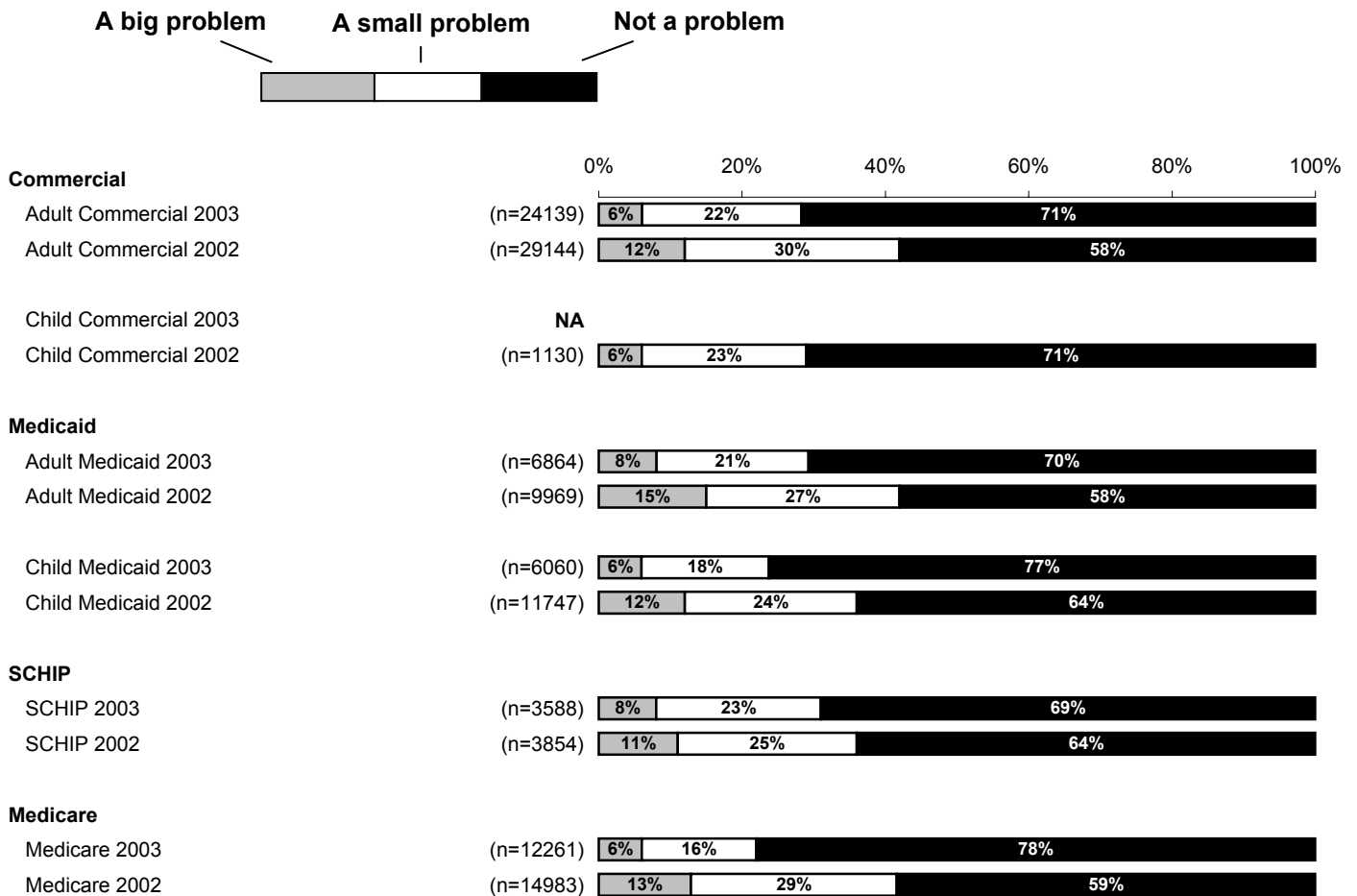
NOTE: Response distributions may not sum to 100 percent due to rounding.

**How much of a problem, if any, was it to get the help consumers needed when they called their health plan's customer service.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

**How much of a problem, if any, did consumers have with paperwork for their health plan.**



NOTE: Response distributions may not sum to 100 percent due to rounding.

---

## ***Consumer Ratings Question Results***

---

CAHPS was designed with four ratings to distinguish among important aspects of care. The four questions ask plan enrollees to rate their experiences in the past 12 months (6 months for Medicaid enrollees) with their personal doctor or nurse; the specialist they saw most often; health care received from all doctors and other health providers; and their health plan. Ratings are scored from 0 to 10, where 0 is the “worst possible” and 10 is the “best possible.”

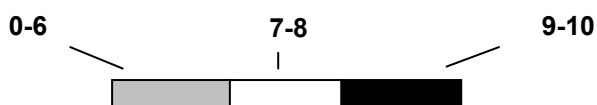
The following charts show the distribution of CAHPS survey scores for each of the four ratings.<sup>2</sup>

---

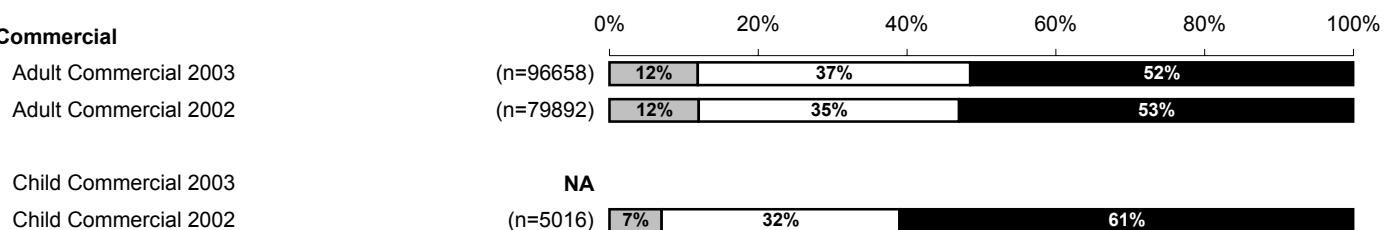
<sup>2</sup> The Medicare Managed Care results presented in these charts may differ from other reports due to the inclusion or exclusion of special beneficiary sub-populations and/or in the use of case-mix adjustment variables. These results, as well as those presented elsewhere, originate from the same source – the annual survey of Medicare beneficiaries enrolled in managed care health plans conducted by the Centers for Medicare and Medicaid Services (CMS). For purposes of this Chartbook, Medicare results shown as 2003 are from survey data collected from September through December 2002. Medicare results shown as 2002 are from survey data collected from September through December 2001.

# Overall Rating of Personal Doctor

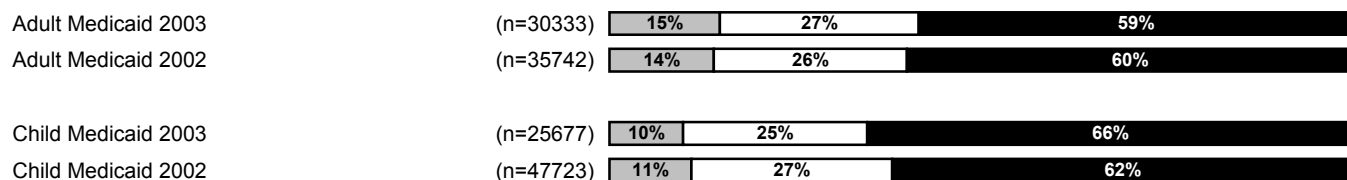
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your personal doctor or nurse?



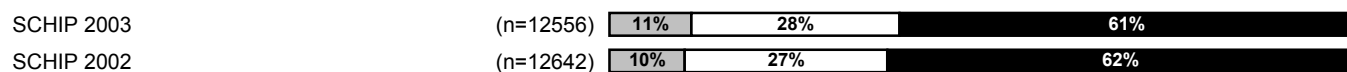
## Commercial



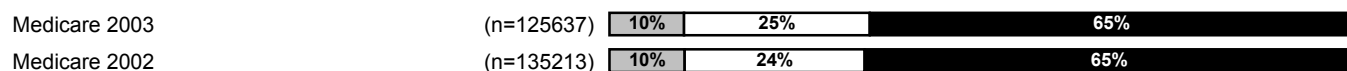
## Medicaid



## SCHIP



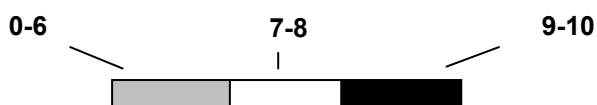
## Medicare



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Overall Rating of Specialists

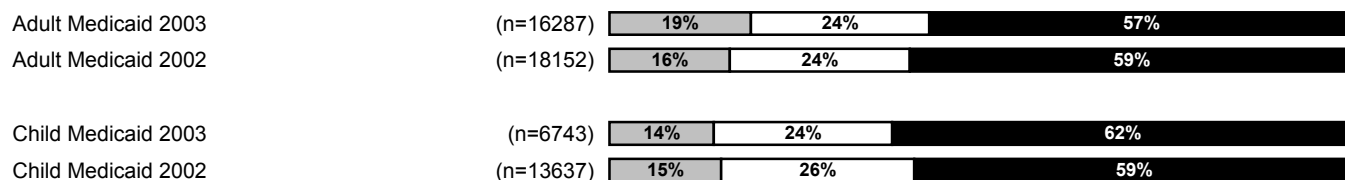
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your specialist?



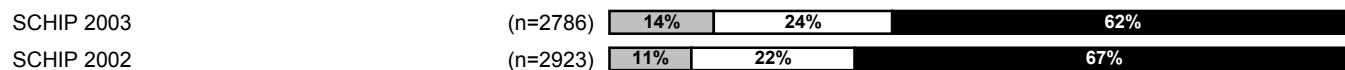
## Commercial



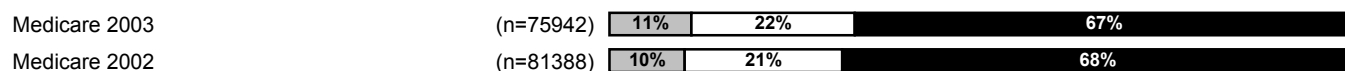
## Medicaid



## SCHIP



## Medicare

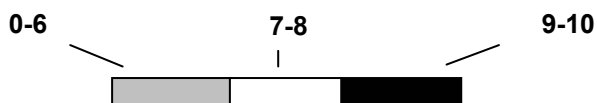


NOTE: Response distributions may not sum to 100 percent due to rounding.

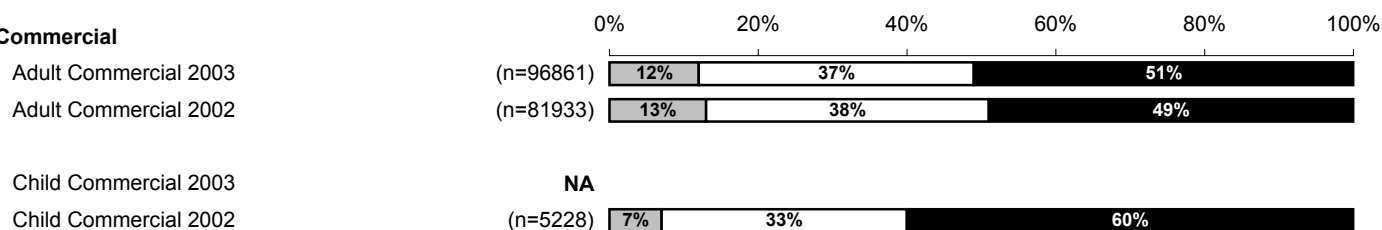


# Overall Rating of Health Care

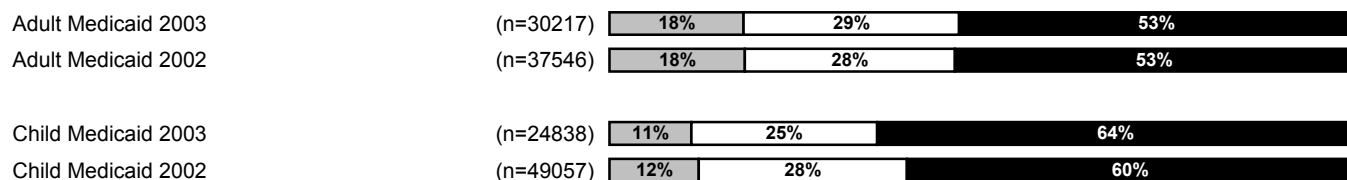
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate all your health care?



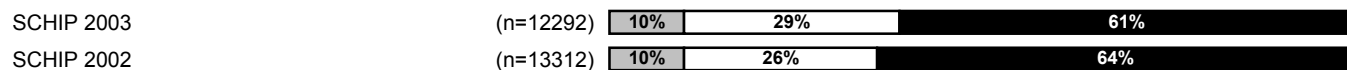
## Commercial



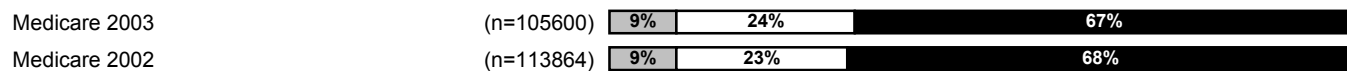
## Medicaid



## SCHIP



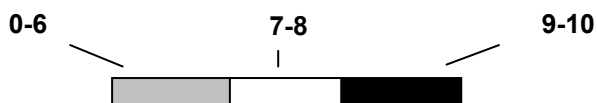
## Medicare



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Overall Rating of Health Plan

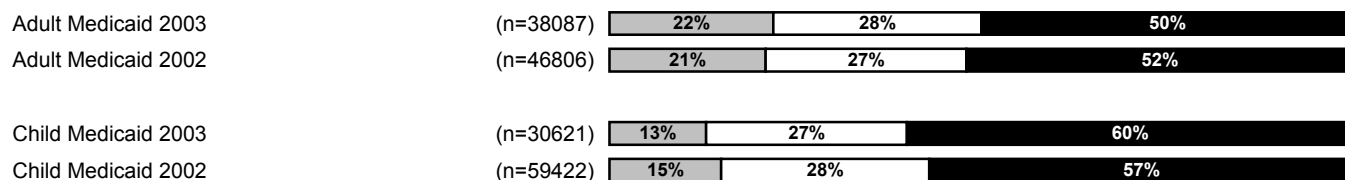
Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate your health plan?



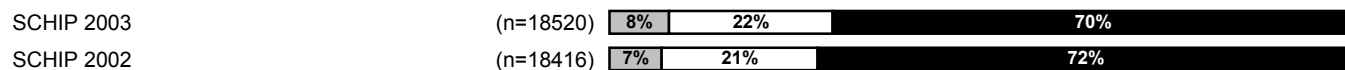
## Commercial



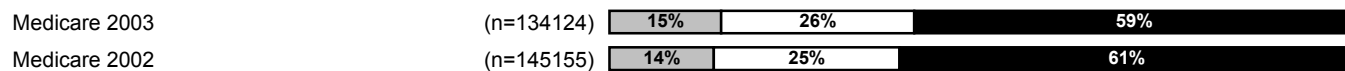
## Medicaid



## SCHIP



## Medicare



NOTE: Response distributions may not sum to 100 percent due to rounding.